

<b>MANUAL: JR1, Administration and Support Services</b>	<b>JOB AID</b>
<b>SUBJECT: JR1 171, Continuous Quality Improvement</b>	<div>New Issue</div> <div>X Partial Revision 08/01/2015</div> <div>Complete Revision</div>

## Overview

Previously, the Bureau of Juvenile Justice Quality Assurance program consisted of centrally-administered quality assurance inspections of state juvenile justice facilities by central office staff. This policy revision provides broad guidance from Juvenile Justice Programs for each residential juvenile justice facility to develop and implement its own continuous quality improvement program.

## Questions and Answers

Question: The policy says that the program must make use of a plan-do-check-act (PDCA) methodology. What does this mean?

Answer: PDCA, an integral element of a continuous quality improvement program, is also called a Deming or Shewhart cycle. The facility would measure and determine some area of facility performance needing improvement, Area A. PDCA would proceed as follows:

1. Plan. Develop a plan to improve performance in A.
2. Do. Implement the plan.
3. Check. Monitor plan implementation through measurement and evaluation.
4. Act. Modify the plan in step 1, then repeat steps 2-4 or complete the plan.

Question: I think we might have several areas to target for improvement; are there limits or practical considerations that might be helpful?

Answer: Targets for improvement should be prioritized and the number of improvement efforts should be determined by facility management. Too few targets may result in low improvement; too many targets may result in confusion or dilution of effort. As a practical guide, three to five concurrent improvement targets with action plans can be considered a workable number.

Question: What areas are we supposed to include in our program?

Answer: Areas for inclusion are left for facility management to determine. However facility safety and security should be included especially in terms of how they establish an environment for the delivery of treatment and therapy services. Additionally, the delivery of treatment and therapy services should be included.

Question: The policy requires making use of input and feedback. How should we do that?

Answer: The method of making use of input and feedback is left to facility management. However, interviews, surveys, reviews of suggestion box content, and operation of the youth/family grievance program may provide sources of information.

Question: The policy says we have to make use of peer review. What is this?

Answer: Peer review is a professional method of review and evaluation of treatment and therapy by a senior credentialed professional. For example, review of the work of a Group Leader or Social Worker by a Youth Residential Director (Program Manager).

Question: Where does my facility get the data needed for this program?

Answer: Your facility is free to make use of any DHS information system or collect data locally. It may be advisable to review and possibly target facility data collection as an improvement plan.